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The Arizona State Rehabilitation Council (SRC) and the Arizona Rehabilitation Services Administration (ARSA) would like to thank the Department of Economic Security (DES) for their leadership and support of the activities of the Council and the Administration in serving individuals with disabilities.

The Mission of the State Rehabilitation

The Mission of the State Rehabilitation X e Mission is to provide leadership ou"-that Promotes meaningful employment opportunities for individuals with disabilities, ×

A MESSAGE FROM THE SRC CHAIR 2002-2003 REVENOR



Dear Friends and Colleagues:

The four years I've been a member of the Arizona Governor's State Rehabilitation Council (SRC), two of those years as SRC Chair, have been a fantastic opportunity and experience.

This is a difficult time for the State of Arizona. Every state has been affected by the devastating attacks on September 11, 2001. Arizona's state revenue has decreased, as tourism has decreased. So when state revenue is down and state services costs are up, and more and more people are unemployed, it is easy for the needs of Arizonans with disabilities to be overlooked. The Governor's State Rehabilitation Council is a strategic partner with the State of Arizona to ensure that we meet the needs of all our citizens. I look forward to our continuing our work, in partnership with the Governor's Office, Arizona Rehabilitation Services Administration (ARSA), Arizonans with disabilities, and the Arizona business community, to assist Arizonans with disabilities to obtain effective, individualized vocational rehabilitation services that result in employment that is meaningful to each individual served by RSA.

I am a very fortunate person that happens to use a wheelchair. I have a career and professional life that brings me joy, and allows me the opportunity to help my two daughters reach their dreams. One daughter is graduating from University of Arizona in December 2003, and the other is a University of Arizona sophomore. Not surprisingly, they are both training for careers that involve helping others. I've been a taxpayer for over 36 years. I wouldn't have the life I have without services that were previously provided by the Rehabilitation Services Administration. It is my personal goal that every Arizonan with a disability be provided the same opportunities.

Sincerely, ma I Rose

Dona L. Rivera, MS, CRC, CCM

Chair, Arizona Governor's State Rehabilitation Council

A Message from the ARSA Administrator Bingham

For the Arizona Rehabilitation Services Administration (ARSA), the last year has compelled our agency to develop greater agency partnerships, create new linkages, and forge new alliances in order to maximize our resources. In the Annual Report of the Vocational Rehabilitation (VR) Program by the Arizona State Rehabilitation Council, you will find examples of several partnerships focusing on programs and activities that have benefited as a result of working more effectively together to merge resources, eliminate duplication, and equitably serve individuals with the most significant disabilities in Arizona.

Staffing has been a critical issue this past year due to Vocational Counselor vacancies in all areas of the State. Job demands, salary issues, and Federal educational requirements are all issues that we have been grappling with and certainly affect the ability of ARSA to serve individuals with disabilities. A decrease in state dollars has also affected the VR program by eliminating positions in the program. We are moving forward cautiously but optimistically in our commitment to serve individuals with significant disabilities by streamlining our operations and partnering with other employment programs.

Vocational Rehabilitation Counselors are the core of the VR public program and the key to providing quality services. The ARSA takes pride in employing a high level of trained staff with Masters Degrees in counseling in order to provide the highest level of professional services to VR clients. In addition, ARSA has piloted "Choice Offices" to further streamline our internal office operations and to reemphasize our commitment to have VR counselors focus on working with clients. We are ready to roll out the initial 15 "Choice Offices" within the next few months.

The Employee Disability Resource Network (EDRN) has been beneficial in linking employers and employment programs that serve individuals with disabilities who are seeking jobs. We are working together, participating in job fairs, conferences, and trainings, including technical assistance training with Job Service, One-Stop Centers and others, to create increased opportunities for our clients. Local communities are working together to promote job opportunities, agencies are partnering together in order to maximize resources, and state and federal governments are working jointly on initiatives to more effectively serve each of our clients. It is our intent to do whatever we can to assist and promote the Arizona Department of Economic Security's vision that all Arizonans will be safe and economically secure.

Council Responsibilities

EVIEW, ΔΝΛLYZE, and **ΔDVISE** the Arizona Rehabilitation Services Administration (ARSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent, and scope and effectiveness of services provided; and the functions performed by State agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

PARTNER with ARSA to Develop, Agree to, and Review State goals and priorities in accordance with the VR State Plan. The Council and ARSA evaluate the effectiveness of the VR program and submits reports of progress to the RSA Commissioner.

ΔDVISE the ΔRSΔ on activities authorized to be carried out under the VR State Plan. **Assist in the preparation** of the State Plan, and amendments to the plan, applications, reports, needs assessments, and evaluations.

CONDUCT a REVIEW and ANALYSIS of the effectiveness of vocational rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

PREPARE and SUBMIT an ANNUAL REPORT to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of vocational rehabilitation programs operated within the State.

COORDINATE ACTIVITIES with other disability related councils within the State.

ESTABLISH WORKING RELATIONSHIPS between ARSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

PERFORM OTHER FUNCTIONS consistent with VR services deemed appropriate by the Council.

Input and Recommendations to the VR State Plan

The Arizona Governor's State Rehabilitation Council (SRC) conducts monthly meetings with the Arizona Rehabilitation Service Administration (ARSA) to communicate advice on issues, policies and administration of the Vocational Rehabilitation (VR) Program.

Issues are determined by the SRC through public input from consumers, family members, community rehabilitation providers, advocates and others. Issues for which the SRC requests a written response from the ARSA, and the Administration's response to those issues, follow:

RSA Involvement in Creating Systems Change

In an effort to increase opportunities for job seekers with disabilities and to create a more accessible job market, RSA should expand its efforts to educate employers regarding the recruitment, hiring and retention of employees with disabilities, as well as the advantages of workforce diversity.

ARSA Response: The Employers Disability Resource Network (EDRN) is a coalition of employment and rehabilitation organizations who work together to develop best approaches and materials to address Arizona employers' needs in finding, hiring and maintaining employment for individuals with disabilities. Participants include members from Arizona Rehabilitation Services Administration (ARSA), Employment Security Administration (ESA), Arizona Governor's State Rehabilitation Council (SRC), Arizona Business Leadership Network (AZBLN) and Community Rehabilitation Programs (CRP). The implementation of the statewide EDRN has been completed.

An Employer Services Team, consisting of RSA, ESA, ABLN, SRC and CRP representatives and the DESS, Director of Marketing and Video, has been established. This team developed best approaches and materials to address employers' needs for finding, hiring and maintaining persons with disabilities in employment. Information regarding disability and diversity needs, disability resource information, informational and referral services related to assistive technology and the Americans with Disabilities Act, and business tax incentives for hiring persons with disabilities have been developed and provided to employers. Five training sessions for EDRN partners were conducted at five different locations throughout Arizona. The 99 participants were each presented with an EDRN brochure, a SRC brochure and an EDRN resource guide. In addition, there have been four training sessions for an approximate total of 100 employers.



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As an example of coordination, ARSA participated in a job fair sponsored by the Arizona Employment Partnership. Over 200 employers participated in this job fair, recruiting for entry level to professional level employment in technology, retail, aerospace, health care, financial services, law enforcement, armed services and state and local government. ARSA provided employers with information about VR services. In addition, ARSA provided assistive technology devices to assist individuals with disabilities to access employment information at the job fair.

District staff from RSA and ESA worked together to develop necessary training at local levels, as detailed in the regional MOUs. Arizona Futures has been replaced by AZCIS as a tool for career information, and joint staff training has been provided. Region 1 chose three pilot offices each for RSA and ESA and paired the offices for training. Each of the pilot offices provided training to the paired office of the other agency. A joint committee of RSA and ESA personnel was created to prioritize training needs. RSA pilot office staff have had training on AWS, an overview of ESA's program, and have invited ESA staff to participate in specialized training on disability awareness and adaptive equipment. Future training needs include trainers and incorporate AWS training into IRIS training. Region 1 is working to develop a stronger relationship with ESA in order to receive more referrals. Region 2 provided training at the local level by RSA and ESA staff on programs, services and referral criteria. Many RSA and ESA offices in Regions 3 are co-located and directly refer clients to the other agencies located at their site. The two agencies work together to serve mutual clients. RSA and ESA participate in many of the same trainings, including AWS.

Consultation between the RSA Employment Services Coordinator and the ESA Employer Relations Coordinator at the Central Office is continuous and ongoing. RSA provides consultation in areas related to disability awareness, resources and assistive technology for ESA program participants who are not VR clients. ESA provides labor market information to local and state RSA offices.

It is gratifying to note that the SRC has a strong commitment to this goal and is planning a minimum of eight presentations to prospective employers, human resource professionals, business associations and/or chambers of commerce and developing and marketing public interest stories around the employment of individuals with disabilities.

In order to promote the full participation of individuals with disabilities into the economic life of their communities, RSA is encouraged to work with state, city and local municipalities, including Native American tribes, to expand the availability of transportation including para-transit services.

ARSA Response: RSA can and will support Council and local efforts to expand transportation opportunities in any way it can. RSA's support must, of necessity, primarily be one of general advocacy and providing technical support. Lack of public transportation has long been identified as a major roadblock to employment for persons with disabilities. Although the VR program can help individuals with their transportation needs while preparing for employment, it cannot continue to do so after an individual becomes employed. Without good public transportation, options for employment for many people become severely limited.

RSA should continue to encourage community rehabilitation providers (CRPs) to expand training in the areas of work-related habits, attitudes, routines and social behavior to enable indivduals with disabilities to make a successful move toward employment.

ARSA Response: RSA understands that this recommendation stems from concerns that have been expressed during the Statewide Needs Assessment Survey that there are not sufficient resources in rural Arizona to meet these needs. Arizona VR has been very active over many years to establish and provide ongoing support of such programs. Unfortunately, budget restraints have not allowed RSA to increase payment levels for these services to keep up with inflation. As a result, many CRPs are struggling to make ends meet. With the current State budget deficits, there is little ability by RSA to make any significant impact on this problem at the present time.

There is one ray of hope, however. Both the Department of Health Services (ADHS/BHS) and the Division of Developmental Disabilities (DES/DDD) now have Medicaid waivers (ALTCS) which allows them to purchase long term supported employment services for their populations. Those systems can now purchase such services from the same CRPs used by the VR program. This has the potential to expand the CRP resource base. The RSA will continue to work towards provider increases and to fill critical needs using its establishment grant (Program Development contracts) authority under Federal VR Grant authority.



* *



Encourage RSA to continue to work with community and public agencies to fund programs that provide long term supports such as job coaching and attendant care which enable many individuals with disabilities to maintain employment.

ARSA Response: See response for the previous recommendation.

The transfer of responsibility for providing long term employment supports for persons with developmental disabilities to DDD could be of benefit in this regard. The Division of Developmental Disabilities has strong advocates. These advocates have often been successful in obtaining resources when the agency of RSA was unable to do so. On the other hand, there seems to be the tendency to shift the burden to the Title XIX program (which brings in federal dollars) in lieu of protecting state funded only programs. This shift, which is already happening, restricts options for employment to a much smaller population than the total population which needs such supports to be able to work.

Encourage RSA to improve public awareness information regarding the vocational rehabilitation program and coordination among service agencies involved in the vocational rehabilitation effort.

ARSA Response: This recommendation is well taken. It is a continuing challenge to create a greater visibility and awareness of the VR program within the community and with employers. Several strategies are currently being used to help heighten the community's awareness of the VR program:

- RSA's participation in the Employers Disability Resource Network has provided increased opportunities for the VR program to become more visible. The VR program is increasingly represented at Employment Fairs and other activities involving the larger employer community.
- 2. Commitment by our community providers to identify them and their activities as VR contract services.
- 3. Expanded use of Services to Groups Memoranda of Understandings with employers who are willing to hire VR clients but need assistance with making the necessary assistive technology available.
- 4. All RSA regions continue to have Employer and Client Awards programs in which community leaders, VR clients and employers all attend to give recognition to successful clients and employers who made employment success possible.



The SRC clearly has a role doing this and RSA plans to work closely with the SRC. It is noted that the SRC has scheduled six separate activities to help improve knowledge and availability of VR services to individuals with disabilities, including: marketing to hospitals and medical rehabilitation facilities; outreach to adults who are fifty years or older; working with RSA to do outreach to school districts; and reaching out to specific disability groups and associations. SRC's Annual Report is clearly an important tool for telling the Vocational Rehabilitation story. In addition, SRC has an ambitious program to market the VR program to employers, the Legislature, and One-Stop Centers.

Programmatic Change in the Client Service Delivery System

Encourage RSA to help create and offer more diverse employment options such as self-employment, home-based employment, and telecommuting.

ARSA Response: RSA has been involved in two exciting efforts to expand the diversity of employment options for persons with disabilities.

RSA has been working with a national organization, National Training Institute (N.T.I.) to make home base employment opportunities available to our clients. RSA has negotiated an MOU which established a cooperative relationship with NTI and a fee that we would pay for every successful home based employment created by NTI. This relationship has resulted in over 10 clients being successfully placed in home based employment over the past year.

A second ongoing effort is to support self-employment options for persons with disabilities. RSA has a well functioning Self Employment Review Committee which is comprised of paid outside consultants, RSA management staff and field staff. VR clients who are interested in self-employment attend small business training and develop a complete and thorough business plan. This plan is reviewed with the client present, by the Committee. The goal of the reviews by the Committee is to enhance the possibility of success of proposed self employment ventures. RSA wants its investment to work in terms of achieving a successful business venture.

Encourage RSA to evaluate the impact of its transferable skills policies on consumer access to educational opportunities.

ARSA Response: This recommendation can be approached in different ways. The RSA is aware of concerns that clients of the VR program may, at times, be inappropriately denied opportunities for retraining. The VR program policies state that the mission of the VR program is to assist persons to go to work by removing

or modifying disability related impairments that stand in the way of a person being successfully employed. Retraining is reserved as an option to do that. It may be that, in an effort to change the perception that the VR program is a scholarship program, some counselors have misunderstood and denied clients the option for training/education when such is appropriate or necessary for their rehabilitation. The RSA plans to explore this question through case reviews in the coming year. When clients have good work skills and work experience, VR resources will be used to remove barriers and to assist the individuals to find employment using his or her current skills and experience. In such cases, VR resources will not be used for sponsoring retraining in new fields. Services such as OJTs, trial work, counseling, assistive technology, physical or mental restoration are all available when retraining is not necessary or required for a successful rehabilitation.

RSA should continue to keep technology, including assistive technology and training, a priority by providing access to assistive devices and technology expertise and developing new resources.

ARSA Response: The application of assistive technology to successful rehabilitation has taken on greater and greater importance for persons with disabilities as well as for the RSA. Some of the activities that RSA is involved in include:

- This past year, RSA has expanded training in this area in its Core training that is offered to all new counselors.
- RSA has developed, in collaboration with the University of San Diego (RCEP), a
 two-day training in assistive technology to be offered twice a year to all
 counselors. The training uses local providers of AT as well as consumers as
 trainers. The training is designed to assist counselors to understand both best
 practices and the subtle implications of how AT impacts the VR plan and
 vocational functioning.
- In order to expedite the provision of AT equipment to RSA clients, RSA has
 developed a system to warehouse AT products most frequently requested for
 persons who are blind or visually impaired and to provide equipment
 immediately when the need is identified and a request is made.
- The tools that RSA has created are designed to get counselors and clients involved in identifying AT needs as early in the VR process as is possible.
- Much work has been done administratively to create accessible counselor tools and to make these available to RSA staff who need these tools. Forms, manuals, and emails have all been made fully accessible and made available through file sharing, Intranet, and email.









- RSA has held, or sponsored, a number of specialized workshops and statewide meetings.
- Finally, RSA has begun to have regularly scheduled meetings with AT providers to discuss and solve common problems and to look for ways to improve services.

Encourage RSA to evaluate the impact of its policies on Vocational Rehabilitation clients' access to assessments.

ARSA Response: The RSA has been discussing with staff the need for active involvement of clients in their own rehabilitation. The client is responsible for, and in control of, their own rehabilitation. In that connection, special attention has been given to warning counselors to not order medical, psychological and vocational assessments for everyone, as we don't want clients to be required to go through extra hoops to access VR services. RSA has also de-emphasized the counselor acting as the expert.

RSA will make special efforts to clarify to staff that clients' access to evaluation should not be inappropriately restricted.

RSA should expand access to and availability of Social Security benefits counseling to Vocational Rehabilitation clients to allow individuals to make informed decisions about whether to go to work and how to manage finances after going to work.

ARSA Response: Making benefits counseling available to clients has become a high priority for RSA. Over the years, it has become obvious that VR counselors do not have the skills or knowledge to provide good benefits counseling to every client who needs this service. RSA's current strategy is:

- To make sure that all RSA staff have a fundamental understanding of the impact of work on SSI/SSDI benefits and the incentives and disincentives that exist.
- To refer all SSI/SSDI beneficiaries to benefits counselors in the community. All clients are notified and referred to services offered by Freedom to Work programs offered by community independent living centers (BPA&O grant recipients).
- To build benefits information and counseling into specialized orientation programs for persons who are blind.



RSA should continue to expand resources to assist students with disabilities to prepare for employment and/or post-secondary education while the student is still in high school.

ARSA Response: RSA's relationship to Arizona's school system and services to be provided during a student's transition from school to work is defined in an interagency agreement between RSA and Exceptional Services to Students (ESS). The general framework for working cooperatively with high schools is contained in this agreement.

RSA currently has over 50 contracts with schools. These contracts make it possible for high school students to begin receiving transition services while they are still students in high school. Many of these contracts also include a provision that the resources generated will be used, in whole or in part, for contracts back to the schools to set up and operate Youth Transition Programs (YTP) for the students.

To support transition services, RSA is involved in:

- An annual joint conference with the Department of Education.
- Interagency workgroups around the State meet regularly (quarterly) to coordinate and discuss coordinated services.
- Marketing and expanding its network of agreements to generate resources to serve this population.
- Overseeing a statewide committee that meets quarterly. It comprises RSA managers, school district officials, disabled students and department of Education management staff.
- Creation of brochures and other tools to enhance cooperative planning, common understandings and outreach to students.

Encourage RSA to evaluate the implementation and impact of its Order of Selection (OOS) policies and procedures on clients.

ARSA Response: RSA makes a commitment to do the requested evaluation during this coming year. Resources have been adequate to serve current client caseloads and there has been no need to do an evaluation so far.

However, as stories from staff have come in and as advice from SRC is received, a concern is growing that OOS criteria may not be equally applied by counselors, thereby creating inequities. RSA intends to include a focus on this issue in our next round of case reviews.

Consumer Feedback

sing a survey and methods developed in collaboration with the SRC Program, Planning, and Evaluation Project Team, the ARSA conducted the State Fiscal Year (SFY) 2003 survey of VR clients. VR clients who had just started their rehabilitation plans, those who closed

as successfully employed, and those who closed as unsuccessful after receiving services under the employment plan were mailed an individually addressed survey. There were two follow-ups for consumers who did not respond to initial attempts.

The survey was conducted from November 2002 through May 2003. Completed

	Very Satisfied	Satisfied	In Between	Dis- satisfied	Very Dis- satisfied
Overall services provided by VR staff directly, especially your VR Counselor	1	2	3	4	5
our involvement in decisions and choices in your VR plan	1	2	3	4	5
The appropriateness of VR services you received	1	2	3	4	5
The timeliness of VR services you received	1	2	3	4	5
The quality of VR services you received	1	2	3	4	5
The extent (amount) of VR services you received	1	2	3	4	5
The job you obtained as a result of VR services	1	2	3	4	5
What did you like best about the services you received?					

surveys were returned by 45% of consumers, compared with 46% the previous year. Most respondents reported being satisfied or very satisfied with the services they received.

The Council **Listens!**

The SRC appreciates the involvement of stakeholders who will take the time to share their stories, concerns and successes. There are many ways for you to give us input:

Attend a Public Forum. Forums are usually scheduled across the state twice a year. Notices upcoming forums are placed in local newspapers and are advertised on the radio. We also post notices on the ARSA website.

Attend a Meeting. Council meetings are held quarterly. Agendas with the place, time, and scheduled issues are posted at the State Capitol building, in the West Wing of the Executive Tower. The SRC Project Teams meet quarterly and the agendas for these meetings are also posted in the Capitol building.

Write Us.

Chairperson, Site Code 930A Arizona State Rehabilitation Council 1789 W. Jefferson St. Phoenix, AZ 85007

Email: www.de.state.az.us/RSA/SRAC.asp **Call Us.** 1-800-563-1221 or 602-542-6291 TTY 602-542-6049, Fax 602-542-3778

Join Us! Apply to join the SRC. The Council is comprised of a maximum of 27 members appointed by the Governor. The members represent a broad range of individuals with disabilities and organizations interested We want to

in individuals with disabilities.
Please contact us to request

an application.



The Council's Work

Membership and Nominating Committee

The Membership and Nominating Committee had a relatively quiet time this year as the SRC was close to full member capacity. Currently, there are 25 members of the SRC which represent many constituencies within the community: individuals with disabilities, specific disability groups, representatives from business and labor, rehabilitation program providers, disability advocates, the Statewide Independent Living Council, the State Workforce Investment Board and American Indian Rehabilitation Programs. The Council accepts nominations at any time during the year and submits candidates to the Governor, who makes the appointment of members to the SRC.

Marketing and Outreach Project Team

The Marketing and Outreach Project Team (M & O) provides outreach and education to consumers, employers and the public about services provided by ARSA. In addition, M & O collaborates with other disability related councils with regard to the focus of resources and energies to address issues affecting the disability community.

SRC's representation in the Employers Disability Resource Network (EDRN) continues to enhance efforts in employer outreach and education. The EDRN provides a unique partnership with SRC, ARSA, the Employment Services Administration, the Arizona Business Leadership Network and community rehabilitation providers thereby allowing employers easy access to information and resources regarding the hiring of individuals with disabilities. SRC representatives are involved in presentations to employers throughout the year as well as various job fairs and conferences in which information about ARSA is shared.

Through the efforts of the M & O team, the eight disability related Governor's Councils within Arizona were brought together through the creation of the Arizona Disability Alliance. An informal networking gathering was held in December, 2002, which gave members an opportunity to get acquainted and explore ways to strengthen common interests.

Public Policy Project Team

The mission of the Public Policy Project Team (PP) is to significantly increase SRC's involvement in public policy development related to the needs of individuals with disabilities who are seeking employment in Arizona. The major goals of this team are to advocate for priority Legislative issues, to ensure that the Arizona Department of Economic Security Director and the Governor's office are aware of SRC's role and priorities, and to educate the Legislature about issues that are important to individuals with disabilities.

An important accomplishment for the PP team this year was its continued advocacy for, and ultimate success in, maintaining funding of the Arizona Health Care Cost Containment System's (AHCCCS) Buy-In legislation during the State's budgetary crisis. This program allows Arizona's individuals with disabilities to work, pay a share of their healthcare cost and maintain AHCCCS eligibility until they can get their own health insurance. Team members worked closely with the Governor's office throughout the 2003 Legislative session. The team also took the initiative to educate fellow SRC members regarding the current state of the economy and employment in Arizona. Plans for SFY2004 include continuing to work closely with the Governor's office in advocating for continued funding for the AHCCCS Buy-In Program and to address increased federal funding of the State's Vocational Rehabilitation program.

Program Planning and Evaluation Team

The mission of the Program Planning and Evaluation Project Team (PP&E) is the evaluation and monitoring of the effectiveness of the Vocational Rehabilitation Program and customer satisfaction and to increase the Council's role as a proactive partner with, and resource to, ARSA.

The PP&E team accomplished its goals and objectives this year by continuing to monitor the Federal Performance Standards and Indicators; providing input to the VR State Plan; gathering public input on the VR program and services; maintaining on-going communication with ARSA, actively working with RSA on emerging policy issues; and providing input into the VR Staff Training Plan.

In partnership with ARSA, the PP&E team conducted an Arizona Statewide Needs Assessment with the Interwork Institute at San Diego State University in 2003. In addition to focus groups, surveys were distributed electronically, by mail, and by telephone statewide to assess the unmet service needs of consumers.

The team also kept informed of important ARSA activities, which included the Ticket to Work Program, implementation of the ARSA Choice Office concept, assistive technology, VR counselor training, and information on creating and offering more diverse employment options, such as self-employment, to consumers. The PP&E team continues to work with ARSA on qualified staff retention, the Order of Selection process, assistive technology training, and consumer developed Individualized Plan for Employment (IPE) policies.

The Strategic Plan for State Fiscal Year 2003



The State Rehabilitation Council (SRC), in partnership with the ARSA, will monitor and evaluate the quality of VR services by:

- Obtaining public input about the VR program.
- Developing and implementing a new Needs Assessment in SFY 2002-2003.
- Monitoring and evaluating how ARSA is implementing the "Choice Offices" and impact on consumers.
- Monitoring Federal Performance Standards and Indicators.
- Reviewing, evaluating and making recommendations regarding the VR Consumer Satisfaction Survey.
- Evaluating implementation of informed choice throughout the VR process.
- Monitoring the Transition to Work Program.



Secure additional State funding by SFY2003 to provide additional state dollars to draw down all available Federal VR funds so that individuals with disabilities will be served at an adequate level by:

- Meeting with selected representatives and networking with community coalitions.
- Formulating policy concerns for the Legisature and the Governor.
- Educating the new Governor and staff regarding needs of the disabled and needs of RSA.



Identifying incentives and increasing opportunities for integrated employment by:

• Evaluating all forms of accessibility for One-Stop centers.



- · Reviewing the final Federal Ticket to Work regulations.
- Advocating and monitoring for the AHCCCS Buy-in program.

Increase employer awareness of the VR program and services by:

- Continuing to distribute and use the current employer video.
- Developing and marketing public interest stories around employment of individuals with disabilities.
- Continuing to partner with Employer Services (Employers Disability Resource Network).

Improve knowledge and availability of VR services to individuals with disabilities by:

- Working with the ARSA to reach out to students in the 504 Program.
- Marketing VR services specifically to hospitals and medical rehabilitation facilities.
- Interfacing with groups representing adults aged 50+ with disabilities for outreach.
- Exploring the feasibility of implementing a VR peer mentoring program.

Improve collaboration efforts between disability related councils through the Arizona Disability Alliance by:

- Coordinating efforts with the Statewide Independent Living Council (SILC).
- Evaluating the effectiveness of the Access to Success conference and conducting future conferences.









Skip Bingham, ARSA Administrator

Arizona Rehabilitation Services Administration Director, VR State Agency, ex-officio Term: 1998-2003 City: Phoenix

Ez Bachand, Jr.

Statewide Independent Living Council

Representative

Term: 2002-2005 City: Phoenix

John Brewer

Specific Disability Representative Term: 2002-2004 City: Phoenix

Wendy Collison

State Education/Special Education

Representative

Term: 2002-2005 City: Phoenix

Sharon Cox

Specific Disability Representative Term: 2001-2004 City: Yuma

Anthony DiRienzi, Early Intervention Coordinator

Arizona Bridge to Independent Living Specific Disability Representative Term: 2000-2003 City: Phoenix

David Engle, Ph.D.

Business/Industry/Labor Representative

Term: 2002-2004 City: Tucson

Adam Estrada

Specific Disability Representative Term: 2002-2005 City: Apache Junction

John Gutierrez, Staff Advocate

Arizona Center for Disability Law Client Assist. Program Representative Term: 1997-2003 City: Phoenix

Patrick Hanley, Vice President of Business Services

Coss Technology Group, Inc.

Chair 2000-2001

Business/Industry/Labor Representative Term: 1999-2005 City: Scottsdale

KV Kumar

Specific Disability Representative Term: 1999-2005 City: Scottsdale

Suzanne Lawder

Goodwill Industries of Arizona

State Workforce Investment Board Representative

Term: 2002-2004 City: Tucson

Diane McElmury, VR Supervisor

DES, Rehabilitation Services Administration VR Counselor Representative

Term: 2000-2003 City: Scottsdale

Teresa McMorran

Specific Disability Representative Term: 2002-2004 City: Marana

Edward Myers III

Arizona Technical Assistance Program Disability Advocacy Representative Term: 2001-2004 City: Phoenix

Jennifer Nordine

Driving To Independence

Business/Industry/Labor Representative

Term: 2002-2004 City: Tempe

Debbie Quinn

Direct Center for Independence Disability Advocacy Representative Term: 2002-2005 City: Tucson

Dona L. Rivera, Community Outreach and Education Manager

University of Arizona Chair 2001-2003

Specific Disability Group Representative

Term: 1999-2005 City: Tucson

Paula Seanez, Assistant Director

Navajo Nation Office of Special Education

and Rehabilitation Services

121 Project Director's Representative Term: 1998-2003 City: Window Rock

Dr. David Wayne Smith, Professor and Director

Disability and Assessment Clinic University of Arizona Medical Center Specific Disability Representative Term: 1999-2005 City: Tucson

Alan L. Strauss

University of Arizona Disability Resource Center Disability Advocacy Representative Term 2002-2005 City: Tucson

Frank Szalay

Specific Disability Representative Term 1999-2005 City: Tucson

Charlie Thomas, Social Worker

Samaritan Transplant Services

Vice-Chair 2001-2002

Business/Industry/Labor Representative

Term: 2000-2003 City: Phoenix

Jerry Traylor, Consultant

Motivational Speaker

Current/Former Recipient VR Services Term 1999-2005 City: Fountain Hills

Sally Werner, Director of Vocational Services

Valley of the Sun School & Habilitation Center Community Rehabilitation Program

Service Provider Representative Term: 2001-2004 City: Phoenix

Council Support

Carolyn Maciel, Council Staff

The Vocational Rehabilitation Program

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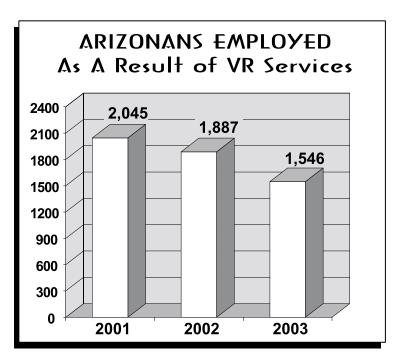
The mission of Vocational Rehabilitation (VR) program is to work with individuals with disabilities to achieve increased independence and/or gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders. The VR program provides a variety of specialized services to individuals who have physical, mental or emotional impairments that create barriers to employment and/or independent living.

The VR program is for individuals with all types of disabilities and eligibility for the program is determined by :

- An individual wants to become or remain economically independent through work
- An individual's disability is serious enough to make it hard to get or keep a job
- Available services can help the individual get or keep a job
- The VR program is the only or best place to provide the individual with the help he or she may need.

Arizona remains under a prioritization system called "Order of Selection" (OOS), a process that ensures those with the most significant needs receive top priority. The three OOS categories are:

- Priority 1 Individuals with the most significant disability related service needs
- Priority 2 Individuals with significant disability service needs, and
- Priority 3 All other individuals with disabilities.

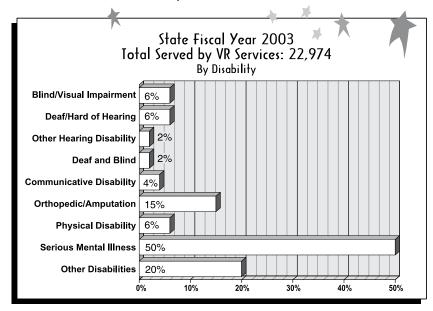


Priority 3 continues to be closed to new clients. These individuals will not receive VR services, but will be referred to other employment related programs such as One-Stop Centers.

Several administrative staff have been assigned by the Arizona Rehabilitation Services Administration to One-Stop offices to

promote linkages and awareness between programs, to promote greater access to people with disabilities and to make resources available within the One-Stop system.

The Arizona
Rehabilitation Services
Administration has a
number of community
partners in delivering
VR services to eligible
clients. These
partnerships provide

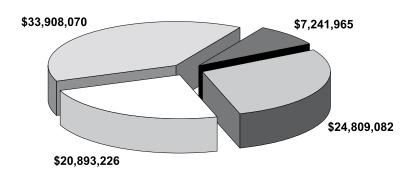


additional resources, better collaboration, and greater access to services for persons with disabilities throughout Arizona.





Total \$86,852,343



FIELD OPERATIONS: All costs associated with staff and operating expenses in local office and district office locations statewide.

ADMINISTRATION: Costs associated with the administrative office and indirect costs charged to cover department support services.

39% SERVICES TO INDIVIDUAL CONSUMERS: Funds spent to purchase services for clients from Community Service Providers and other vendors.

SERVICES TO GROUPS OF CLIENTS: Funds spent to purchase services through Program Development contracts or Intergovernmental Agreements (IGAs) that benefit groups of ARSA clients.

ARSA Revenues SFY 2003 Total \$86,852,343

24%

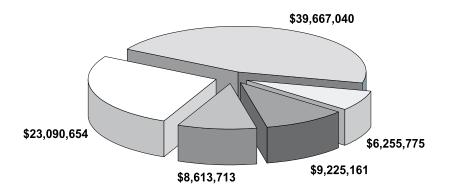
ARSA STATE APPROPRIATIONS: Funds appropriated by the State Legislature from the General Fund that are budgeted to support specific program activities.

OTHER NON-STATE APPROPRIATIONS: Funds appropriated by the State Legislature from the Spinal and Head Injuries Trust Fund to support specific program activities that benefit the community and individuals.

27%
OTHER REVENUE FUNDS: Funds received through Interagency Service Agreements (ISAs) and Intergovernmental Agreements (IGAs) for the purpose of matching federal VR Basic Support grant dollars.

45% FEDERAL VR BASIC SUPPORT GRANT:
Funds appropriated by Congress to the
Department of Education for the purpose of
providing Vocational Rehabilitation services to
persons with disabilities.

OTHER FEDERAL GRANTS: Funds appropriated by Congress and awarded as a formula, block, or discretionary grant for the purpose of supporting specific VR or independent living (IL) activities.



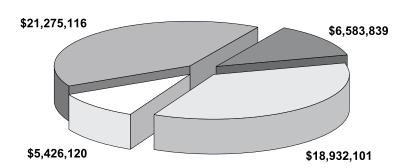
Vocational Rehabilitation (VR) Expenditures SFY 2003 Total \$52,217,176

FIELD OPERATIONS: All costs associated with staff and operating expenses in local office and district office locations statewide.

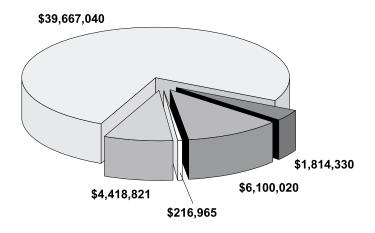
ADMINISTRATION: Costs associated with the administrative office and indirect costs charged to cover department support services.

SERVICES TO INDIVIDUAL CONSUMERS: Funds spent to purchase services for clients from Community Service Providers and other vendors.

SERVICES TO GROUPS OF CLIENTS: Funds spent to purchase services through Program Development contracts or Intergovernmental Agreements (IGAs) that benefit groups of VR clients.



VR Revenues SFY 2003 Total \$52,217,176



ARSA STATE APPROPRIATIONS: Funds appropriated by the State Legislature from the General Fund that are budgeted to support specific program activities, the majority of which are used to match the basic support grant.

OTHER NON-STATE APPROPRIATIONS: Funds appropriated by the State Legislature from the Spinal and Head Injuries Trust Fund to match Federal VR basic support grant dollars.

8.5% OTHER REVENUE FUNDS: Funds received through Interagency Service Agreements (ISAs) and Intergovernmental Agreements (IGAs) for the purpose of matching Federal VR basic support grant dollars.

76% FEDERAL VR BASIC SUPPORT GRANT: Funds appropriated by Congress to the Department of Education for the purpose of providing Vocational Rehabilitation services to persons with disabilities.

OTHER FEDERAL GRANTS: Funds appropriated by Congress and awarded as a formula, block, or discretionary grant for the purpose of supporting specific VR or independent living (IL) activities.

10%



Arizona Statewide Needs Assessment Project - SFY 2003

The Arizona Governor's State Rehabilitation Council, the Arizona Rehabilitation Services Administration and the Interwork Institute at San Diego State University jointly conducted an assessment of the vocational rehabilitation and independent living employment-related needs of persons with disabilities residing in the state. The purpose of the assessment was to provide planners with information pertinent to the allocation of resources, to provide a rationale for the development of the Rehabilitation Services Administration's State Plan, and to comply with the needs assessment mandate in the Rehabilitation Act.

The needs assessment process and survey instruments were developed through a review of relevant literature and consultation with Rehabilitation Services Administration staff, representatives of the State Rehabilitation Council, faculty and staff at the Interwork Institute, research staff at the Social Science Research Laboratory at San Diego State University, and groups of persons with disabilities. The final structure of the surveys designed for individuals and community agencies was organized around the following six categories: mobility, communication, self-care, interpersonal skills, work skills, and work tolerance.

Surveys were conducted with persons with disabilities and representatives of organizations that serve persons with disabilities in the state. Focus groups in the state were conducted with persons with disabilities, and a limited number of representatives of the business community. Survey responses were received from 460 individuals with disabilities. Survey respondents were asked to indicate the presence or absence of unmet need on 44 separate topics representing 6 different areas of function.

The results of the needs assessment provide valuable strategic planning tools and present persons with disabilities and other stakeholders with a conduit for communicating their needs and educating service providers. The data resulting from the needs assessment effort suggests agreement between individuals with disabilities and service agencies with regard to perceptions of need. Findings from this effort provide a cogent and unbiased endorsement of

these individuals' motivation to succeed in the employment arena. It is therefore incumbent upon the Rehabilitation Services Administration personnel, as well as cooperating service providers in the community, to use this information in a strategic manner that results in collaborative planning that includes persons with disabilities and educates employers and other constituents in the community.

Choice Offices

Based on the experiences of "pilot offices", the Arizona Rehabilitation Services Administration (ARSA) has determined that over the next five years, all Vocational Rehabilitation (VR) offices will be transformed into "Choice Offices". ARSA is anticipating the roll out of fifteen identified "Choice Offices" in the near future. "Choice Offices" contain a mixture of professional VR counselors, payment specialists and purchasing specialists which allows a shift in administrative responsibilities from VR counselors to other professionals in order to provide more time for counselor/client interaction. This division of labor will improve timely delivery of services, accurate recording and reporting of management information, efficient fiscal resources management, and improved relationships with vendors. This undertaking makes meeting the needs of clients a higher priority and involves all staff as members of a team.

ARSA's management information system (IRIS) has been modified to support these changes as well. Efforts have been made to streamline IRIS for VR counselors by providing greater flexibility, reducing the number of codes and providing greater access to reports. ARSA is committed to moving in the direction of greater customer control and involvement by continuing to identify appropriate tools for the continued implementation of "Choice Offices."

Ticket To Work Program: Successful Implementation

The goal of the Ticket to Work Program (TTW) is to increase the choices for Social Security beneficiaries with disabilities in obtaining employment, vocational rehabilitation, or other support services from public and private providers. Social Security beneficiaries with disabilities are issued a ticket they can use with either an Employment Network (EN) or the State's VR Program to obtain the services needed to become successfully employed.

152,088 Ticket to Work packets were mailed to eligible beneficiaries during 2002-2003.

In Arizona, 152,088 tickets and packets were mailed to eligible beneficiaries during 2002-2003. This year, the Social Security Administration's (SSA) growth is projected to have 3,000 to 5,000 new beneficiaries. ARSA has continued to build strong relationships with the existing 25 Employment Networks (EN) within Arizona and continues to have Memoranda Of Understanding (MOE) with 15 ENs. An EN

Association involving all Arizona state employment networks was established in SFY 2003 which allows members to share information, discuss current activity and provide collaboration on technical training and future training for the TTW Program. In addition, ARSA has provided annual training regarding Social Security benefits and all ENs were invited to participate.

One-Stop Centers

A main feature of Title I of the Workforce Investment Act (WIA) of 1998 is the creation of a one-stop customer delivery system. Through this system, customers access a broad range of employment related and training services at a single point—of-entry. ARSA continues to look for opportunities to co-locate with the Employment Services Administration (ESA) and other partners at One-Stop Centers statewide. ARSA and ESA have jointly developed informational and training materials and defined roles for agency staff.

Arizona Workforce Connection is a statewide system of workforce development partners providing free services to employers who seek access to skilled new hires or existing worker training resources. Arizona employers profit from services tailored for unique business needs. Through a network of One-Stop Centers and online services, Arizona Workforce Connection provides:

- Seamless access to Workforce resources
- Employee recruitment
- · Labor market information
- · Job training and hiring tax credits
- Customized training and skills upgrading
- Solutions to common employee barriers
- Pre-layoff assistance.

Employers Disability Resources Network

The Employer's Disability Resources Network is a coalition of employment and rehabilitation organizations which are available to provide employers a single point of contact for information and resources.

The ARSA participated in a March 2003, Job Fair sponsored by the **Arizona Employment Partnership** that involved over 200 employers and was attended by over 10,000 individuals seeking employment. Employers recruited for a variety of positions from entry level to professional. Interested participants, which included employers and job seekers, were provided with information about Vocational Rehabilitation services by ARSA staff and the Governor's State Rehabilitation Council participants.

Self-Employment

Self employment business plans continue to be reviewed by the ARSA VR Program Self Employment Review Committee. VR clients interested in self-employment attend small business training and develop complete and thorough business plans. The entire process of training, business plan development, and committee review increases the client's chances for successful self-employment.

Partnerships

ARSA has been participating with its partner, the Community Partnership of Southern Arizona (CPSA), in a project to improve joint services to individuals with serious mental illness. The first part of the project involved a "system assessment" to determine the current status of services and organizational structures and practices. The assessment was conducted under contract with the Institute for Community Inclusion (ICI), University of Massachusetts - Boston and Children's Hospital, Boston. The methodology involved extensive interviews and data gathering with members and stakeholders in all associated systems in delivering services. ICI's final report was delivered in May 2003, and contains numerous recommendations for improving interagency cooperation and for delivering better services to this population. As follow-up to the assessment, ARSA and CPSA are developing a program evaluation methodology to assess the

effectiveness of changes made in their service-delivery systems. An outside contractor will facilitate the development of the evaluation design.

Comprehensive System of Personnel Development (CSPD)

Section 101 (a) (7) of the Rehabilitation Act Amendments of 1992, commonly referred to as the Comprehensive System of Personnel Development (CSPD), requires State Vocational Rehabilitation (VR) agencies to establish qualified personnel standards for rehabilitation personnel, including Vocational Rehabilitation (VR) counselors, that are consistent with any State approved or recognized certification, licensing or registration that apply to a particular profession.

The Arizona Rehabilitation Services Administration (RSA) bases its personnel standards for VR counselors on the degree needed to meet the National Certification for Rehabilitation Counselors (CRC) requirements, which is a masters in rehabilitation counseling or a closely related field, i.e., counseling. AZRSA requires staff that do not meet the standard have a written plan for meeting the standard and supports staff working on taking necessary academic coursework that leads toward meeting the eligibility requirements for the CRC exam.

The implementation of the an inter-service agreement in 1990 with the University of Arizona (U of A), which has a National RSA CSPD training grant, has resulted in 56 RSA staff members graduating with the Masters in Rehabilitation Counseling. Currently, 14 are in the second year of the program and will graduate in May 2004. A new class with 15 staff members will begin the program in August 2004. U of A offers 3 graduate classes a year for RSA counselors working to take necessary coursework to meet CRC eligibility. In 2003, sixty-one staff have been formally pursuing necessary academic coursework to meet the standard.

Other ARSA Employment Related Programs



Arizona Industries for the Blind (AIB) was established in 1952 to provide employment and training opportunities for individuals that are blind. The employment opportunities for individuals who are blind, visually impaired, deaf-blind and

multiple disabled are made available through AIB's Production Services Unit, Base Services Unit, the Distribution Services Unit and the Rehabilitation Services Unit.

AIB functions as a self-sustaining enterprise fund operating under the Javits-Wagner-O'Day Act. AIB benefits people who might otherwise be solely dependent upon public assistance. Instead, AIB employees are taxpaying residents of Arizona who provide quality products and services to federal, state and commercial customers. Additionally these employees benefit in terms of self-esteem, increased independence and add value to the community.

During State Fiscal Year 2003, Arizona Industries for the Blind achieved total sales of \$16,495,574, representing a seven percent increase compared to the prior year. The increase in sales was attributed to higher than usual demand for products sold to the military as a result of the Iraqi war effort. AIB paid approximately \$1,600,000 in wages and benefits to blind, visually impaired, deaf-blind and multiple disabled Arizonans. All AIB employees also receive full benefits, including major medical, dental, life insurance and retirement.

The Business Enterprise Program

The Arizona Business Enterprise Program (BEP) trains and places qualified individuals who are legally blind as operators of food service operations, full service cafeterias, snack bars, gift shops and attended/unattended vending operations.

During the past year the Business Enterprise Program has continued to concentrate its efforts on assessment and restructuring of the program's basic functions and facilities. A Financial Review program has been instituted and requires a financial review of at least one facility each quarter. The review covers several key areas: verification of sales, product, labor and other expenses. In an effort to make the transition into the program shorter, the BEP is revising the training requirements into a six-month format. Previously, the required training for most VR clients occurred in excess of one year for the nine-step process.

This year, the BEP has opened a Carousel in Lake Havasu, Arizona, relocated the Glen Canyon Dam Gift Shop to another location in Page, Arizona, and converted several snack bars to vending facilities to increase profitability. In addition, the Arizona Department of Administration full service cafeteria is scheduled to open in early 2004 and the remodel of the Department of Education cafeteria is expected to be completed in late October, 2003. Plans are still in the works for a Phoenix vending route and the completion of a statewide vending contract that will increase program revenues.

ARSA Statewide Directory



Administrative Offices

RSA ADMINISTRATION

1789 W. Jefferson St. Phoenix, AZ 85007 (602) 542-3332 1-800-563-1221 (AZ only) FAX (602) 542-3778 TTY (602) 542-6049 Skip Bingham, Administrator Craig Warren, Deputy Admin.

REGION I

3221 N. 16th St., Ste. 200 Phoenix, AZ 85016 (602) 266-6752 FAX (602) 241-7158 TTY (602) 241-1048 Barbara Knox, Prog. Manager

REGION II

400 W. Congress St., Ste. 420 Tucson, AZ 85701 (520) 628-6810 FAX (520) 628-6858 TTY (520) 628-6864 Bertha Villegas-Kinney, Prog. Manager

REGION III

1510 S. Riordan Ranch St. Flagstaff, AZ 86001 (928) 779-4147 FAX (928) 774-6915 Lawrence Powers, Prog. Manager

REGION IV

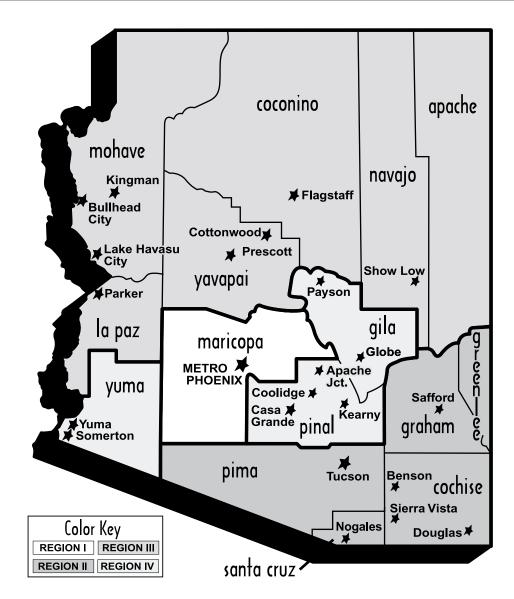
3221 N. 16th St., Ste. 200 Phoenix, AZ 85016 (602) 266-6751 FAX (602) 241-7158 TTY (602) 241-1048 Craig Warren, Acting Prog. Mgr.

ARIZONA INDUSTRIES FOR THE BLIND

3013 W. Lincoln St. Phoenix, AZ 85009 (602) 269-5131 FAX (602) 269-9462 Dick Monaco, Manager

BUSINESS ENTERPRISE PROGRAM

4620 N. 16th St., Ste. 206 Phoenix, AZ 85016 (602) 266-9070 FAX (602) 235-9491 Otis Stevenson, Manager



Field Offices

APACHE JUNCTION

11518 E. Apache Tr., Ste. 110-111 Apache Junction, AZ 85220 (480) 983-0427 FAX (480) 983-3235 TTY (480) 288-0697

BENSON

543 W. 4th St. Benson, AZ 85602 (520) 586-3520 FAX (520) 586-3582

BULLHEAD CITY

2601 Hwy. 95 Bullhead City, AZ 86442 (928) 763-8422 FAX (928) 763-5841 TTY (928) 763-4168

CASA GRANDE

318 N. Florence St. (P.O. Box 10630, AZ 85230) Casa Grande, AZ 85222 (520) 836-6388 FAX (520) 836-8025 TTY (520) 426-3963

CHANDLER

793 N. Alma School Rd., Ste. C-8 Chandler, AZ 85224 (480) 917-0493 FAX (480) 917-3512 TTY (480) 899-5005

COOLIDGE

1155 N. Arizona Blvd. Coolidge, AZ 85228 (520) 723-5351 FAX (520) 723-9133

continued



1430 E. Cherry Cottonwood, AZ 86326 (928) 634-0063 FAX (928) 639-0967 TTY (928) 634-0063

DOUGLAS

1140 F Ave. Douglas, AZ 85607 (520) 364-4446 FAX (520) 364-7159 TTY (520) 364-4446

FLAGSTAFF

1510 S. Riordan Ranch St. Flagstaff, AZ 86001 (928) 779-4147 FAX (928) 774-6915 TTY (928) 779-4147

GLOBE

605 S. 7th St. Globe, AZ 85501 (928) 425-3101 FAX (928) 425-7950

KINGMAN

519 E. Beale St., Ste. 130 Kingman, AZ 86401 (928) 753-5105 FAX (928) 753-5110 TTY (928) 753-5105

LAKE HAVASU CITY

232 London Bridge Rd. Lake Havasu City, AZ 86403 (928) 680-6007 FAX (928)680-9559

MESA

4115 E. Valley Auto Dr., #105 Mesa, AZ 85201 (480) 926-5100 FAX (480) 926-5602 TTY (480) 926-5601

MESA - West

1845 S. Dobson Rd., Ste. 201 Mesa, AZ 85202 (480) 820-5629 FAX (480) 820-5722

NOGALES

480 N. Grand Ave. Nogales, AZ 85621 (520) 287-6538 FAX (520) 287-3185 TTY (520) 287-6538

PARKER

1032 Hopi Ave. Parker, AZ 85344 (928) 669-8389 FAX (928) 669-6753

PAYSON

140 E. Hwy. 260 Payson, AZ 85541 (928) 474-0784 FAX (928) 468-8211 TTY (928) 474-0784

PHOENIX - East Bell Road

706 E. Bell Rd., Ste. 115 Phoenix, AZ 85022 (602) 494-6229 FAX (602) 494-3573 TTY (602) 494-9379

PHOENIX - E. Indian School

1430 E. Indian School Rd., Ste. 100 Phoenix, AZ 85014 (602) 277-8724 FAX (602) 277-5562 TTY (602) 277-8724

PHOENIX - Juvenile

22 E. Mitchell St., Ste. 104 Phoenix, AZ 85012 (602) 604-8835 FAX (602) 604-8901 TTY (602) 604-8835

PHOENIX - Metrocenter

10640 N. 28th Dr., B106 Phoenix, AZ 85029 (602) 789-9129 FAX (602) 789-9309 TTY (602) 789-9129

PHOENIX - N. 16th Street

4620 N. 16th St., Ste. B106 Phoenix, AZ 85016 (602) 266-9579 FAX (602) 264-7819 TTY (602) 266-9579

PHOENIX - North Central

3839 N. 3rd St., Ste. 303 Phoenix, AZ 85012 (602) 266-4434 FAX (602) 230-7554 TTY (602) 266-6716

PHOENIX - Paseo Verde

4150 W. Peoria Ave., Ste. 125 Phoenix, AZ 85029 (602) 564-1812 FAX (602) 564-0627 TTY (602) 548-0308

▼PHOENIX - Rehab Instructional Services

4620 N. 16th St., Ste. A204 Phoenix, AZ 85016 (602) 266-9286 FAX (602) 277-6294

PHOENIX - Sight Conservation

4620 N. 16th St., Ste. 100 Phoenix, AZ 85016 (602) 266-7284 FAX (602) 266-1201

PHOENIX - South

4411 S. 40th St., Bldg. D, Ste. 12 Phoenix, AZ 85040 (602) 470-1802 FAX (602) 470-1596 TTY (602) 470-8056

PHOENIX - Southwest

4622 W. Indian School Rd., Ste. D12 Phoenix, AZ 85031 (623) 873-4310 FAX (623) 873-6210 TTY (623) 873-4310

PRESCOTT

1555 Iron Springs Rd., Ste. 11 Prescott, AZ 86302 (928) 445-6432 FAX (928) 445-5819 TTY (928) 445-6432

SAFFORD

1938 W. Thatcher Blvd. Safford, AZ 85546 (928) 428-7700 FAX (928) 428-4018 TTY (928) 428-7700

SCOTTSDALE

10900 N. Scottsdale Rd., Ste. 401 Scottsdale, AZ 85254 (480) 948-3819 FAX (480) 596-5349 TTY (480) 948-3819

SHOW LOW

2500 E. Cooley St., Ste. 410 Show Low, AZ 85901 (928) 537-2953 FAX (928) 537-8216 TTY (928) 537-2953

SIERRA VISTA

471 E. Bartow Dr. Sierra Vista, AZ 85635 (520) 459-7612 FAX (520) 452-8549 TTY (520) 459-7612

TEMPE

1270 E. Broadway Rd., Ste. 120 Tempe, AZ 85282 (480) 350-9746 FAX (480) 350-9829 TTY (480) 350-9746

TUCSON - ATP

4710 E. 29th St., Ste. 8 Tucson, AZ 85711 (520) 790-0787 FAX (520) 790-0825 TTY (520) 790-0787

TUCSON - Downtown

100 N. Stone Blvd., Ste. 500B Tucson, AZ 85701 (520) 629-0225 FAX (520) 624-9469 TTY (520) 629-0225

TUCSON - Eastside

899 N. Wilmot St., Ste. D3 Tucson, AZ 85711 (520) 790-4715 FAX (520) 790-5148 TTY (520) 790-8131

TUCSON - Northwest

7225 N. Mona Lisa, Ste. 259 Tucson, AZ 85741 (520) 544-8618 FAX (520) 544-8072 TTY (520) 575-0295

TUCSON - Southside

195 W. Irvington Rd. Tucson, AZ 85714 (520) 741-7188 FAX (520) 889-7099 TTY (520) 889-6829

YUMA

1310 S. 3rd Ave. Yuma, AZ 85364 (928) 329-9462 FAX (928) 329-9530 TTY (928) 329-9553



Arizona Governor's State Rehabilitation Council

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Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting the Arizona Governor's State Rehabilitation Council at 602-542-6291.

